DIDD – CONTRACT SERVICES

PROVIDER AGREEMENT PROCESS

Provider Agreement Process Steps

- Receive an Approval Letter from DIDD Commissioner.
- Contact per Letter's Instructions, Julia Jinnette by phone, email or letter.
- Provider Agreement is Generated in DIDD Contract Services.
- DIDD Approval is secured.
- DIDD Approved Provider Agreement is mailed to Vendor/Provider.

Provider Agreement Process (cont.)

- Vendor receives Provider Agreement Packet.
- Vendor signs all four (4) copies of Provider Agreement (must sign 2 places each copy).
- Vendor completes all <u>forms</u> included with the Provider Agreements.
- Vendor returns all completed forms and 4 complete Agreements in Return Envelope.
- DIDD Contract Services receives, logs, assigns Agreement Number and routes 4 Agreements to Tenncare.

Provider Agreement Process (cont.)

- TennCare returns 3 Signed/Fully Executed Agreements.
- DIDD logs, mails 2 Fully Executed Agreements to Regional Office.
- DIDD routes to appropriate staff documentation needed to assign site codes.
- Appropriate DIDD staff notifies Regional Office of codes.
- Regional Office mails 1 Fully Executed Agreement to Vendor/Provider.

Forms and Documents that <u>MUST</u> be Returned with Agreements:

- Copy of each Applicable Business/Professional License.
- Copy of Proof of Insurance.
- Completed & signed Forms:
 - Disclosure of Ownership & Control Interest.
 - Substitute W-9.
 - Service Provider Registration.
 - Tenncare Provider Participation Agreement.
 - Tenncare No.3 Provider Application.
 - Tenncare Address Change & Termination.
 - ACH (Automated Clearinghouse) with voided check.
 - Check List of Items to Return (ORANGE SHEET).

Forms and Documents

- Disclosure of Ownership & Control Interest must be completed, all boxes marked with information or "n/a", signed and dated.
- Service Provider Registration Form completion can be waived, if Provider prints off Web registration & returns with packet: (www.state.tn.us/finance/rds/ocr/sprs.html).
- ACH (Automated Clearinghouse) form must be accompanied by a voided check.

Forms and Documents (cont.)

- Tenncare No. 3 Provider Application will have items that are not applicable or unknown at this time, leave blank.
- Tenncare Provider Participation Agreement, print information and sign.
- Tenncare Provider Address Change & Termination, although is used for change or termination, is required to be completed with current address information for DIDD & Tenncare's files.
- Substitute W-9 must be completed and signed.

Forms and Documents (cont.)

- COPY OF PROOF OF INSURANCE <u>MUST</u>
 BE INCLUDED IN RETURN PACKET.
- COPY OF EACH APPLICABLE LICENSE (PROFESSIONAL AND/OR BUSINESS)
 MUST BE INCLUDED IN RETURN PACKET.

Amendments

Adding or Removing Services

Changes in services are processed by using the Amendment format. The Amendment is usually a one-page document that has the "new" services listed and the three signature lines. It is a simple process that is necessary to ensure that the provider is responsible only for the approved services authorized by the contract process.

Amendments (cont.)

- An Amendment must be processed to <u>add a</u> <u>new service to existing services</u>. Copy of applicable license must be returned with Amendment.
- An Amendment must be processed to <u>remove</u> <u>a service no longer being provided</u>. If license are not renewed, the Amendment must be used to remove the service from the Provider's obligations.

Amendments (cont.)

- Provider contacts DIDD Contract Services to add or remove services.
- DIDD Contract Services initiates Amendment (4 copies), secures DIDD approval signature and mails to provider.
- Provider signs and returns all 4 amendments along with applicable license.
- DIDD routes to TennCare for signature.
- When returned from TennCare, DIDD routes 2 fully executed copies to Regional Office and initiates site code setup or inactivation.
- Regional Office forwards one fully executed copy to Provider.

Common Errors in Processing

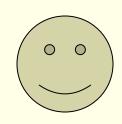
Errors in processing can delay receipt of fully executed Provider Agreement. Most common:

- Failure to sign pages 10 and 11 of all four agreements.
- All 3 TennCare forms not completed/signed.
- Copy of License not included.
- Copy of Insurance not included.
- White-out on signature page. (Line thru and print correct name, then sign above it).

Common Errors (cont.)

- Service Provider Registration not returned *see note*
 - *Registration <u>must</u> be done on-line. Printout of online registration is acceptable.
- Failure to complete the Checklist (including the email address) and Failure to return it.
 - Email address on Checklist is illegible.
- ACH form not completed, voided check not included.

DIDD Contract Services



- Any questions regarding the contract process, contact: Julia Jinnette :
- (615) 253-6817 or julia.jinnette@tn.gov
 State of Tennessee requires a fully executed agreement before any service can be authorized or payments made.
- Under no circumstances should a provider begin work WITHOUT a fully executed agreement.